

Annual Certification Testing and Proficiency Training Agenda

Location: Lowell Thomas State Office Building, 225 Martin Luther King Jr Drive, Jackson TN 38301, Conference Rooms 5 & 6.

Important Note: Please bring CFR Title 38 Parts 0 to 17, Parts 18 to End and Federal Benefits for Veterans, Dependents & Survivors to class.

Reminder: All participants must sign in to receive credit for attendance.

Thursday, September 21, 2017		
9:00 – 9:10	Administrative Remarks	Michael Rivera
9:10 – 9:30	Opening Remarks	Assistant Commissioner Matt Van Epps
9:30 – 10:00	Title 38 CFR Resources	Michael Rivera
10:00 – 11:00	Challenge Your Title 38 CFR Knowledge	Michael Rivera and Paul Spears
11:00 – 11:30	Training Division Update - Decision Ready Claim (DRC)	Michael Rivera
11:30 – 12:00	Training Division Update – Vetra/Spec Quality Review	Regional Director Scott Ziegler
12:00 – 1:00	Lunch	
1:00 – 2:15	VA Applications – SHARE, MAPD, and VBMS	Michael Rivera
2:15 – 3:15	Challenge your VA Applications Knowledge – SHARE, MAPD, and VBMS	Michael Rivera and Paul Spears
3:15 – 3:30	Question and Answer Session	Michael Rivera and Paul Spears
3:30 – 4:00	Closing Remarks and Dismissal	AC Epps and RD Ziegler

Classroom breaks - based on academic hour

Friday, September 22, 2017		
9:00 – 9:15	Exam Review	Michael Rivera and Paul Spears
9:15 – 11:15	Certification Testing	Michael Rivera and Paul Spears
11:15 – 11:30	Closing Remarks & Dismissal	AC Epps and RD Ziegler